"In the final analysis, our most basic common link is that we all inhabit this small planet, we all breathe the same air, we all cherish our children's futures, and we are all mortal."

John F. Kennedy

September 26, 2003

Dear Fellow Hoosier:

We are pleased to provide the attached 2002 Annual demographic Trends Report as we strive to "help people help themselves."

State Fiscal Year 2002 was marked with rising caseloads, a markedly increased need for services, and significant fiscal challenges. Hoosier families have faced numerous substantial barriers yet successfully accomplished many tasks in their efforts to achieve financial and emotional self-sufficiency.

The 4300 employees of the Division of Family & Children (DFC) partnered with Hoosier families and children throughout the state to achieve several significant outcomes:

- Our Child Support staff, in cooperation with the state's prosecutors and clerks of court, distributed more than \$419 million in child support in the SFY 2002, up 8% from 2001; and intercepted more than \$40 million in tax refunds for back child support. To facilitate collections, staff also created an automated child support system and developed a Web site for employers to process income withholdings.
- The staff and partners of Child Care Quality and Access established our nation's first on-line, fully recognized, college credit Child Development Association credential. Also, they established CareFinderIndiana to allow parents to conduct web-based searches for licensed and registered child care in their home communities.
- Indiana's Healthy Families program, which strengthens families, promotes health child outcomes and prevents child abuse and neglect was recognized in 2002 as one of the nation's premier early intervention programs. Healthy Families Indiana was one of only two in the nation named a "National Center of Excellence".
- The Bureau of Family Resources implemented the new Electronic Benefits Transfer (EBT) card in all 92 counties to replace our paper Food Stamp delivery system with a more efficient, convenient, accurate and cost-effective way of delivering services.
- Through the diligent efforts of our Family Case Coordinators and Public Assistance Caseworkers, more low-income people are finding jobs. In SFY 2002, the Temporary Assistance for Needy Families (TANF) and Indiana Manpower and Comprehensive Training (IMPACT) programs earned a \$10.3 million high performance bonus for helping Hoosier families find and maintain meaningful, productive employment. Also, the federal government recognized the Work One

Center in Evansville as an exemplary program and awarded it a \$789,653 grant to expand its employment and training opportunities for people with disabilities.

• Likewise, the work of our Family Case Managers and Special Needs Adoption Program workers earned a financial reward for our efforts to provide more children with permanent, safe, loving families.

The people who make this Division work are truly making a difference in the lives of people across Indiana at a time of unprecedented challenges, when the services we provide are more needed than ever. These successes are just a few examples of the many positive things we are achieving at the DFC.

The statistics, charts and graphs in our annual report are designed to provide information and an overview of trends occurring with the programs administered by the DFC to all interested parties, including government officials, legislators, policy makers and the general public. Information contained in this report will also assist all staff to further integrate service delivery and coordination with the Division of Mental Health and Addiction and the Division of Disability and Rehabilitation Services thereby meeting the goal that is the essence of the FSSA message of "people helping people."

The Division of Family & Children (DFC) is committed to outlining goals and measurable results. Through focused efforts and creativity, FSSA key priorities are being accomplished and partnerships are being forged with community organizations, local and state agencies and among FSSA divisions.

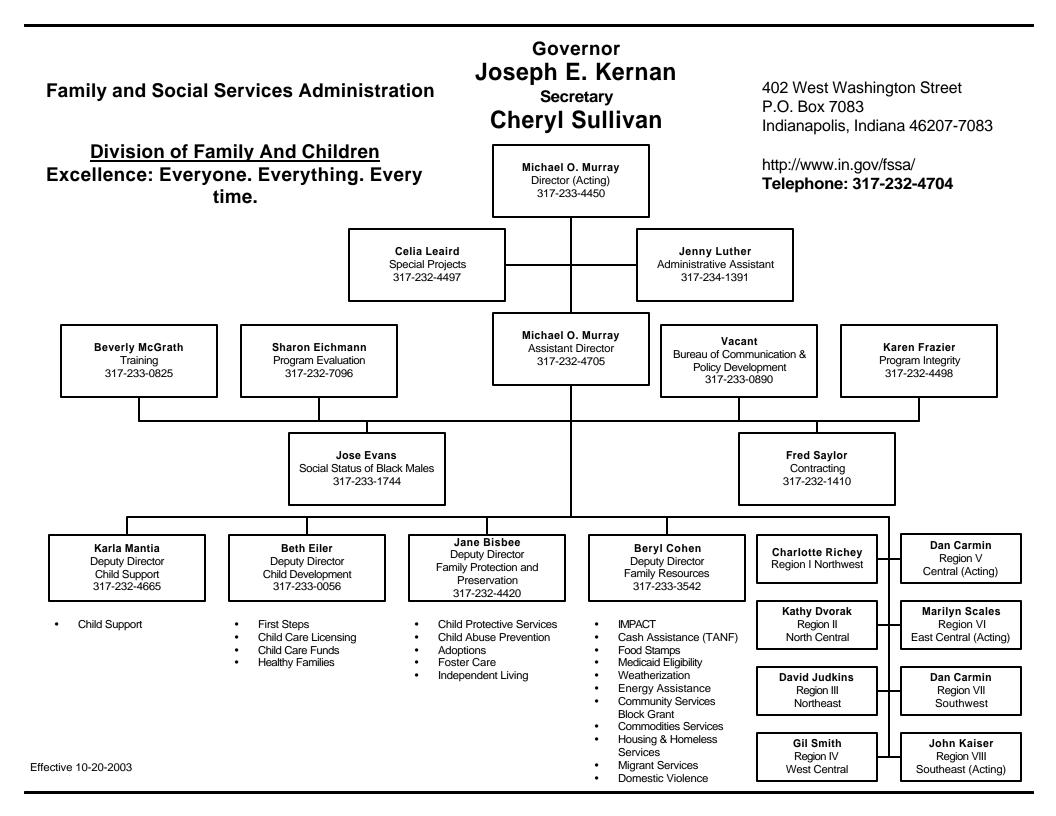
The Division of Family & Children (DFC) is committed to Excellence: Everyone. Everything. Every time. Through the dedication of DFC staff we will accept nothing less than our best efforts in helping families and children achieve economic and emotional independence. Then First Lady, now Senator Hillary Clinton once said, "It Takes A Village..." Whether or not one agrees with her politics, it is beyond reasonable argument that civilized society needs all its responsible citizens to be active participants in the struggle to preserve and promote human dignity and fulfillment. I extend many thanks to the thousands of DFC employees, FSSA co-workers, community partners, and advocates who have helped achieve our positive results, and will count on all of them – and you – to help improve the lives of Hoosier families and children.

Sincerely,

Michael Ø. Murray Acting Director

Division of Family & Children

"Not Everything That Counts Can Be Counted Not Everything That Can Be Counted Counts" – Albert Einstein



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